

Policies & Information

Booking Your Appointment

Scheduling All appointments must be scheduled in advance through text, phone, or in-person consultation. You'll receive a confirmation message once your appointment is secured.

Deposits

- Installation appointments (Sisterlocks™, Brotherlocks™, etc.) require a deposit
- Maintenance appointments require a deposit
- Deposits can be paid online or over the phone
- Deposits can be transferred to a new appointment date within 4 weeks

Cancellation & Rescheduling Policy

Standard Cancellation

- 48 hours advance notice required for all cancellations or rescheduling
- Cancellations made with proper notice will not incur any charges
- You may cancel or reschedule by phone, email, or text message

Late Cancellation & No-Show

- Less than 48 hours notice: 50% of service fee will be charged
- Less than 24 hours notice: 100% of service fee will be charged
- No-show appointments: 100% of service fee will be charged
- Deposits are non-refundable for cancellations made less than 48 hours before appointment
- Repeat offenders will require full payment in advance for future appointments
- Rescheduling more than twice will require full payment

Emergency Exceptions

The following situations may be considered for policy exceptions at our discretion:

- Medical emergencies (documentation may be required)
- Severe weather conditions
- Public transport disruptions
- Family emergencies

Arrival & Timing

Grace Period & Late Arrivals

- Up to 10 minutes late: Grace period allowed, service will proceed if time allows
- 10-20 minutes late: £15 late fee applies, service may be shortened or rescheduled at stylist's discretion
- Over 20 minutes late: Appointment will be cancelled and treated as a no-show
- Frequent lateness may result in service discontinuation

Our Commitment

- We strive to start all appointments on time
- If we are running late, we will contact you as soon as possible
- Significant delays on our part may result in rescheduling or service adjustments

Payment & Refunds

Payment Terms

- Full payment required before or on the day of your appointment
- Payment accepted via cash, card, or bank transfer
- For lengthy services: if half your hair is completed, you pay for work done that day and the remainder at your next scheduled appointment

Refund Policy

- Payments are non-refundable once services are performed
- Services must be completed to be eligible for refunds
- Refunds only considered for service-related issues within 7 days of service
- Consultation fees are non-refundable once consultation has taken place
- If we need to cancel or reschedule, you'll receive either a full refund or opportunity to reschedule

Special Circumstances

Illness Policy

- If you are feeling unwell, please reschedule your appointment
- We reserve the right to reschedule if you arrive showing signs of illness
- This policy protects both our clients and staff

Weather Policy

- Severe weather conditions may result in appointment cancellations
- We will contact you if we need to close due to weather
- Standard cancellation fees will be waived for weather-related cancellations

Seasonal Considerations

- Holiday periods and busy seasons may require longer notice periods
- Peak times (weekends, evenings) have limited rescheduling options
- We recommend booking well in advance during busy periods

General Information

Personal Belongings We are not responsible for lost or damaged personal items. Please keep your valuables with you.

Professional Environment We maintain a respectful, professional atmosphere. Inappropriate behaviour will result in immediate service termination and may affect future booking eligibility.

Policy Updates We reserve the right to update these policies as needed. Significant changes will be communicated via email or during your next appointment.

Contact Information

Phone: 07902154761 or 07961615601

Email: thelockinggoddess@gmail.com

Office Hours: 9:30am – 5:30pm

Ready to begin your locking journey? Contact us today to schedule your consultation and discover the perfect locking technique for your lifestyle and hair goals.

Please note: This policy is in place to ensure we can provide the best possible service to all our clients. We appreciate your understanding and cooperation.

By booking an appointment with us, you agree to these terms and conditions.